



FAMILY INDEPENDENCE AGENCY VISION AND VALUES HONOREE'S

December 2004



MARILYN STEPHEN
Office of Child Support

- ◆ Involve teams, motivational, follow-up, commitment.
- ◆ Supportive; honest; caring; promotes teamwork.
- ◆ Excellent job - she listens to us and wants to make it better.
- ◆ She brings the employees in OCS together; she shares and informs the staff on what is happening - gives staff a chance to share with her.
- ◆ Exceptional leader! Real, honest and has integrity.
- ◆ The changes in how this department has been conducted are as different as night and day - they are clearly the "day."
- ◆ Honest, candid answers to tough questions - non-defensive; admits errors; promotes partnership, teamwork and communication.
- ◆ She appears to be dedicated to the goals of child support and making it as good as it can be.



ROCHELLE ALLEN
Wayne County FIA
Inkster District.

- ◆ Emphasizes all four values through duty assignments, support of unit.
- ◆ Patience; loving; high expectations.
- ◆ By being approachable, taking time to talk with you and listening, making the other person feel valued.
- ◆ Staff meetings; fairness; honest.
- ◆ Fairness; integrity; knowledge.
- ◆ Ms. Allen has made a great impact on our department Vision & Values in order for us to continue our best in spite of many challenges.
- ◆ Always shows compassion for employees as well as the community we serve. Listens well tries to include employees in decision-making.
- ◆ Very fair with employee; includes employees in various decision ideas.



DEBORAH ORDWAY
Ingham County FIA

- ◆ Always positive; very knowledgeable; always fair; leads by example; worker advocate.
- ◆ Team player.
- ◆ Consistently living out the definitions.
- ◆ She always goes above and beyond. She is very knowledgeable and gives 110% - always!
- ◆ She knows her job which helps us to do ours; she is very helpful and sometimes has a different way of looking at issues.
- ◆ Teamwork; inclusion; solution-focused.
- ◆ Commitment to job and workers; making sure workers are well-informed; shows in work.



JIM NYE
Field Operations Administration

- ◆ Shares knowledge and reasons behind decisions; Wants to include people in his decisions; knows his staff.
- ◆ Extremely knowledgeable; spreads opportunities; listens quickly and resolves concerns; he's the best!
- ◆ Open & prompt responses, asks for my opinion and strives for personal excellence.
- ◆ Big picture person; courageous and knowledgeable.
- ◆ Follows through with what he says he will do, focuses intently on group/person; positive approach to all projects.
- ◆ Keeps his commitments; works extremely hard to do finest work possible; shows employees that they are valued.
- ◆ Honesty, integrity, teamwork, and commitment.

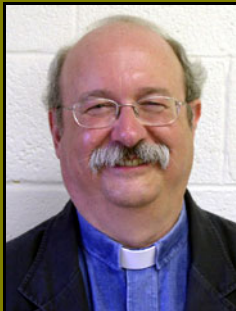


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DENISE DIAMOND
Wayne County FIA
Inkster District

- ◆ Doing what she says she will do; Does things right the first time.
- ◆ Personable; respectful; hard working; dedicated; honest; look for group opinion.
- ◆ Emphasizes all four values through duty assignments, support of unit.
- ◆ She is very professional, compassionate and helpful towards the workers concerns.



DONALD DERSNAH
Oakland County FIA
Madison Heights District

- ◆ He has lots of integrity; this is what makes him function so well.
- ◆ He is willing to do all jobs and he exemplifies integrity, inclusion and excellence.
- ◆ He encourages all employees to participate in community involvement; he has an open door policy; open-minded; very honest.
- ◆ Positive administrator.
- ◆ I believe that he is a kind person who has integrity.
- ◆ Manager that is honest and looks at all aspects of a problem - looks at effects on internal and external employees; a spiritual person.



JANET VYSE-STASZAK
Wexford/Missaukee Co. FIA

- ◆ Her door is always open; she will talk about policy; she makes you feel valued and that your ideas are good ones.
- ◆ Honesty when speaking with her about job-related issues; her ability to give clear answers to policy questions; relaxed mannerisms.
- ◆ Clarity in policy is her goal and to share that information on a regular basis. Positive and straightforward.
- ◆ She is professional, fair, honest, reliable and easy to approach; knows her job.
- ◆ Always taking time to help and continually working to improve accuracy in the pursuit of excellence.



MUSETTE MICHAEL
Bureau of Legal Affairs

- ◆ She listens and is concerned; she cares and doesn't give you reasons why you can't do something.
- ◆ Communicates questions to define a point; works hard, long hours; is approachable; encourages; appreciates in verbal & concrete ways.
- ◆ Hardworking; intelligent; researches questions by including; delegates, defers, in a democratic fashion; Open Door.
- ◆ Honest; genuine concern for others; hard-working; optimistic; shares information; trusts others and is trustworthy.
- ◆ Puts in more hours than probably anyone in the dept.; never complains; frequently gives her employees positive feedback.



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DODIE BEATTIE
Kalamazoo County FIA

- ◆ She is honest and will go above and beyond for everyone.
- ◆ She is the go-between person from ES & FIS, to the Work First people.
- ◆ Puts workers needs first.
- ◆ She is always willing to assist a worker, is knowledgeable and so much more.
- ◆ Takes ownership of accomplishments; excellence - goes beyond what's required; Inclusion - promotes delivery of services.
- ◆ Tries to be helpful in an honest way - tries to find win/win solutions to problems - is always polite when giving good and bad news.



CHUCK JONES
Office of Performance
Excellence

- ◆ Provides feedback on ideas and generally shares info w/o degrading or resenting opinions; very helpful to people.
- ◆ Leads by example and models the behavior.
- ◆ Integrity in his expectations, walks the talk, and gives support and constructive feedback.
- ◆ He follows through; appears to have genuine desire to seek worker input; promotes accuracy and quality of services.
- ◆ Management team; core values; allows managers to rotate/participate in growth opportunities.



VALERIE BIGGS
Wayne County FIA
Redford District

- ◆ Encourages teamwork and inclusion
- ◆ Seeks others direction and opinion. Shows great integrity. Respects herself and others.
- ◆ Promotes teamwork, expects you to do your best and will assist you to the fullest extent.
- ◆ She makes sure customer comes first and is treated w/respect. She likes to get feedback so employees jobs are easier to do.
- ◆ Treats customers how she would like to be treated - with professionalism, dignity and respect.
- ◆ She is interactive with employees and customers.
- ◆ Treats others fairly and joins in group responsibility - provides support freely.



TERRY BLACKBURN
Maxey Boys Training School

- ◆ Through good leadership.
- ◆ Fairness; makes you feel important; good moral person.
- ◆ Committed to excellence in his own department.
- ◆ Consistency; excellence.
- ◆ Accountability; fairness; leadership; loyalty.



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PAM GABRIEL
Berrien County FIA

- ◆ Respect for others; strives for excellence; listens; knowledgeable.
- ◆ She value input, treats staff fairly, and supports our decisions.
- ◆ Supportive, caring, guidance.
- ◆ Asks for input; listens; implements our suggestions, willing to change.
- ◆ Professional and is always there for me to ask questions.



TERRY BAILEY
Wayne County FIA
Gratiot/7 Mile District

- ◆ Services both customers and staff with the utmost respect; very professional
- ◆ By maintaining professionalism all the time.
- ◆ Always encourages the staff to do good work and take care of the customer.
- ◆ Always has the answer or will find it for you; very resourceful!
- ◆ They are helpful, care what I think or feel, value my input, treat me w/respect, ask if there's anything they can do to make my job easier.



JAMES TURNER
Tuscola County FIA

- ◆ Includes people in decision-making, that is followed up with sincere effort.
- ◆ He's honest; he listens to other opinions and ideas and he strives always to improve our Agency.
- ◆ Idealistic - has not gotten jaded over the years; strives to hear all sides of an issue; does everything that he asks his people to do.
- ◆ Very honest; always assumed the best about others; hard worker; never treated others as a subordinate.



LOREN SNIPPE
Ottawa County FIA

- ◆ Works hard to listen to us; communication.
- ◆ His character and beliefs display what goodness and fairness is all about.
- ◆ Approachable.
- ◆ Communicates well; inclusive and kind; stays to work late.
- ◆ You can trust what he says; he's a wonderful example to the Agency; he has very high moral standards.
- ◆ He does what he says and says what he does; a wonderful role model.



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SUSAN HULL

Genesee County FIA
Children's District

- ◆ Has regular staff meetings to include staff input.
- ◆ Sue involves staff when possible; strives to meet Agency goals and shows why these are important to staff.
- ◆ Fair in addressing all levels.
- ◆ She is great!
- ◆ Looks out for her employees and stands by the State/FIA values.
- ◆ She truly tries.
- ◆ She is a great woman who works with integrity and teamwork.



JAMES BEYER

Sanilac County FIA

- ◆ Hard work; honesty; commitment to customer service; respect for employees; and kindness.
- ◆ Perfect example of all four values - he inspires all of us to do our best and be as good a person/worker as he is.
- ◆ Excellent, good worker.
- ◆ Honest; helpful; intelligent; works hard; listens; communicates well.
- ◆ Always helpful - goes out of way to be positive and kind.